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December 2, 1998 **RECEIVED**

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FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

Magalie Roman Salas, Secretary  
Federal Communications Commission  
445 Twelfth Street, SW Room TWB-204  
Washington, D.C. 20554

Re: Ex Parte: Docket No. 90-571 TRS Coin Sent Paid Calls

Dear Ms. Salas:

Earlier today, Linda Nelson of GTE and I, provided Helene Nankin and Kris Monteith of the Network Services Division a copy of a **TRS Coin Sent Paid Industry Team Report**. The purpose of this report is to provide an update of the Industry Teams activities related to this proceeding.

Two copies of this Notice are being submitted to the Secretary of the Commission in accordance with Section 1.1206(a)(2) of the Commission's rules.

Sincerely,

Attachment

cc: Helene Nankin  
Kris Monteith

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## **TRS COIN SENT-PAID INDUSTRY TEAM ACTIVITY REPORT**

### **INTRODUCTION**

The Federal Communications Commission (Commission) released an Order<sup>1</sup> on August 21, 1997 which directed the Telecommunications Relay Service Coin Sent-Paid Industry Team (Team) to improve their efforts to educate Telecommunications Relay Service (TRS) users about how they can reach relay service from payphones using either calling or prepaid cards at rates that are equivalent to or less than the coin call rates. A current list of the Team's members is provided for reference. (Attachment 1) Since that time, the Team has been actively engaged in planning, producing, and disseminating educational materials directed at achieving the objectives set forth in the Order. The Team concluded that it would be beneficial to document its progress to-date in meeting these directives, particularly in light of the fact that the Commission has extended the alternative plan for an additional year<sup>2</sup>. This report represents a summary of the joint efforts of the Team working with the user community to enhance the quality and availability of educational materials on TRS coin sent-paid calling. It summarizes these activities through August, 1998. Detailed information has been provided by each of the companies represented on the Team and is summarized in this report.

### **FCC ORDER REQUIREMENTS**

In its Order, the Commission directed the Team to improve their efforts to educate TRS users about how they can reach relay centers from payphones. Specifically, 1) the Commission directed the Team to work with the hearing and speech disability community to create and disseminate materials that will educate TRS users about access to relay services through payphones without advertising the services of individual companies; 2) The Team was directed to send the consumer education letter, that it developed in conjunction with the Consumer Action Network (CAN), to TRS centers, which can then use it to educate callers about what services their centers offer and how to gain access to those services; 3) The Team was directed to send one or more representatives to various national and regional meetings sponsored by organizations representing the hearing and speech disability community to disseminate educational material, to rent or set up booths at the meetings, and to demonstrate how to call TRS centers from payphones; 4) The Team was directed to work jointly with affected communities to draft a report about the feasibility of executing the other proposals contained in an earlier 18-Month Report submitted to the Commission.

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<sup>1</sup> Order – CC Docket No. 90-571 released August 21, 1997, Telecommunications Relay Services, and the Americans with Disabilities Act of 1990 (DA 97-1800)

<sup>2</sup> Order – CC Docket No. 90-571 released August 10, 1998, Telecommunications Relay Services, and the Americans with Disabilities Act of 1990 (DA 98-1595)

## INDUSTRY INITIATIVES

### Educational Letter

As detailed in the report provided to the Commission on October 7, 1997, the Team stated its intention to refine the educational letter and use the letter for multiple education purposes which included publication of the letter in newsletters, in magazines, as handouts at meetings, or as a direct mailing to consumers. In its efforts to improve the educational materials in accordance with the Commission's requirements, the Team solicited input on the structure and wording of the consumer materials from approximately eighteen (18) organizations representing the needs of the hearing and speech disability community, in addition to the Consumer Action Network (CAN) (Attachment 2). A final educational letter was produced and includes all the essential components of the TRS Coin Sent-Paid (CSP) alternative plan. A copy of this letter is provided for informational purposes. (Attachment 3) This educational letter was disseminated through a variety of methods. It was provided to TRS centers, published in newsletters, used as a basis for articles in newsletters, used as handouts at meetings, conventions, forums, presentations, and published on websites.

### Wallet-Size Card

A subteam was formed to develop a wallet-sized card that describes how to place coin sent-paid calls through TRS centers using pay telephones. The prototype was created and the team obtained input from the user community to refine, develop, and assist in the distribution of the final product. The team solicited input from the disability organizations noted above. A wallet-sized card was produced (two-sided) with pictorial illustrations and instructions on how to make a relay coin call. The team believes this card provides an important and useful tool in that it can easily be carried by the user. (Attachment 4)

### National and Regional Meetings

To respond to the Commission's directive to attend specific national and other regional meetings, the following provides an overview of the Team's meeting attendance activity. To-date, the Team has attended all the national meetings cited in the Commission's Order.<sup>3</sup> In June, 1998, the Team directed letters to the organizations identified below, informing them of the TRS CSP Team's attendance and which companies would be setting up booths and providing educational materials. As an added measure, Team member companies often post the educational letter next to TTY payphones located in facilities hosting these national and regional meetings. The educational materials provided at these meetings included the educational letter and wallet-sized instructional cards as handouts.

Alexander Graham Bell Association Convention  
Association for Late Deafened Adults (ALDA) Convention  
National Association for the Deaf (NAD) Convention (biennial)  
Self Help for Hard of Hearing People (SHHH) Convention

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<sup>3</sup> Reference Paragraph 18 of the FCC's Order released August 21, 1997.

The Team plans to attend the Telecommunications for the Deaf (TDI) Expo '98 in December, 1998. The Team also plans to attend TDI's convention scheduled for 1999.

Over the past year, the Team, comprised of TRS providers, local exchange companies, long distance companies, the American Public Communications Council, Inc. (APCC), The National Association of Relay Administrators (NASRA), and the United States Telephone Association (USTA), has attended literally hundreds of regional and local meetings (at least 930 to-date), to disseminate the TRS CSP message. Attendance at these meetings ranged from as few as ten people to over a thousand. A few illustrative examples of these meetings are:

Vermont Aging Conference in Montpelier, Vermont  
Maine Health Care Association  
Brown University, Rhode Island  
Elder Care Apartments, Rhode Island  
911 Statewide Conference and Senior Expo Health Fair, Wisconsin  
Lakeside High School, Arizona  
Texarkana Deaf Club and Kroeger Store, Arkansas  
Western MA Deaf Leaders Group and Council on Aging, Massachusetts  
Idaho Council for the Deaf and Hard of Hearing Board Meeting  
Deaf Mardi Gras Ball and WBRZ TV Channel 2 morning, Louisiana  
Deaf Art Festival, Nebraska  
Sign Language Festival, Hawaii  
New York State Association RESID Agencies  
New York State Fair and Long Beach Senior Fest  
Delaware Public Forum  
1998 APCC Eastern Conference and Exposition, Florida

#### Additional Initiatives

In addition, the Team decided in favor of producing a videotape in lieu of the laminated instruction card. The videotape provides step-by-step visual and open-captioned procedures for making a TRS call from a coin phone. Members of the Team purchased copies of the videotape, which is being used as a tutorial at meetings and conventions.

A subsequent meeting to the September 26, 1997 meeting with representatives from organizations representing the hearing and speech disability community was held on May 5, 1998 at Gallaudet University in Washington, D. C. Approximately thirty organizations representing the hearing and speech disability community, FCC staff, and Team were represented. At this meeting, the Team introduced the final educational letter and wallet-sized cards and discussed ongoing plans for coin sent-paid education.

As noted above in discussing the educational letter, Team members have individually been utilizing their websites for the dissemination of this and other TRS coin sent-paid educational information. In addition, educational materials were used to increase the awareness of the telecommunications industry as a whole.

## CONCLUSION

Activities over the past year have addressed the requirements set forth in the FCC Order. In addition, the industry has introduced a number of initiatives that it believes supplements the specific requirements of the Order and are consistent with the spirit of the user community objectives. The Team has a continuing commitment to work jointly with representatives of the disability community to promote ongoing educational efforts, attend regional and national meetings, and to develop new ideas and initiatives that meet the objectives of the TRS coin sent-paid issue. The team plans to hold another meeting with the user community in January, 1999.

Respectfully submitted by:  
THE TRS CSP INDUSTRY TEAM



Linda S. Nelson, Industry Team Co-Chair  
Staff Manager-Regulatory Compliance, GTE



Mike Del Casino, Industry Team Co-Chair  
Regulatory Division Manager, AT&T

December 1, 1998

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- current co-chairs of TRS Industry Team
- Updated 10/30/98

**Distribution List**

Alexander Graham Bell Association for the Deaf, Inc.  
American Association of the Deaf-Blind  
American Athletic Association of the Deaf  
American Speech-Language-Hearing Association  
American Society for Deaf Children  
Association of Late Deafened Adults  
Consumer Action Network  
David Nelson  
Deaf Women United, Inc.  
Electronic TRS Forum  
Gallaudet University  
Inclusive Technologies  
National Association of the Deaf  
National Black Deaf Advocates  
National Congress of Jewish Deaf  
National Fraternal Society of the Deaf  
National Hispanic Council of Deaf  
and Hard of Hearing People  
National Information Center on Deafness  
Self Help for Hard of Hearing People, Inc.  
Telecommunications for the Deaf, Inc.

## COIN TELEPHONE RELAY CALLS

Dear Relay User:

A plan is in place that can help you, and others that you may know, make a relay call from a coin telephone. This plan first began on November 24, 1995 and covers local and long distance calls. It has two major parts:

1. Local Calls - You can make local calls from any coin telephone through Telecommunications Relay Service (TRS) and that call will be free to you.
2. Long Distance Calls - You can make long distance calls from any coin telephone through TRS by charging the call to your calling card. Your call will cost no more than the same long distance call would have cost using coins. Prepaid cards may also be used for long distance calls. Please note that charges for prepaid cards may vary among providers and therefore may differ from coin rates. If using prepaid cards, check with the provider about their rates.

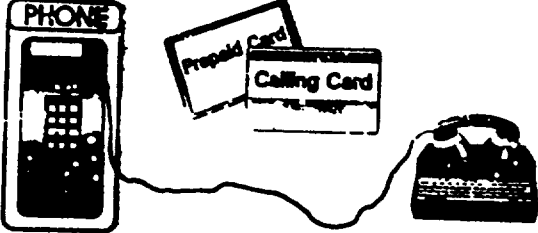
The plan was issued by the Federal Communications Commission and was developed by local and long distance telephone companies, TRS providers, independent payphone service providers and organizations representing people who are deaf or have hearing or speech disabilities. TRS facilitates personal and business calls for people who require special telecommunications equipment, like a text telephone (TTY), and people who use conventional voice telephones. This service is in operation 24 hours a day, seven days a week. The phone number for your relay service can be found in the Customer Guide pages of your local telephone directory.

If you want information about obtaining a telephone calling card or prepaid card, please call your TRS provider, the business office of your local telephone company, your long distance carrier, or, if available, a center for individuals with special needs. The TTY and voice numbers for these offices or service can be found in the Customer Guide pages of your local telephone company directory.

Prepared by: The Telecommunications Relay Industry



**COIN TELEPHONE RELAY CALLS**



RELAY TTY # \_\_\_\_\_

RELAY VOICE # \_\_\_\_\_

CARD SHOWN AS  
ACTUAL SIZE

**TO MAKE A RELAY COIN CALL**

1. CALL YOUR RELAY (TRS) NUMBER
2. GIVE NUMBER YOU WANT TO CALL
3. FOR LONG DISTANCE, GIVE CALLING CARD OR PREPAID CARD NUMBER

- Local calls are **FREE**
- Calling Card calls cost no more than if you paid with coins
- Prepaid Card rates vary with Providers  
Check with your Card Provider about their rates